

VIRGINIA Relay Service

November, 2003

Commendations

TTY November 1, 2003

The customer commended the CA for keeping him/her informed of background noise.

Category: CA/OPR Related

Voice November 4, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice November 14, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY November 19, 2003

The customer commended the CA for her courtesy, professionalism, and patience in handling her relay calls.

Category: CA/OPR Related

TTY November 21, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice November 21, 2003

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY November 24, 2003

The customer commended the CAs for being efficient on her conference call.

Category: CA/OPR Related

Voice November 24, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY November 25, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice November 25, 2003

The customer commended the CA for relaying accurately.

Category: CA/OPR Related

Voice November 26, 2003

The customer commended the CA for keeping her informed, for being polite, helpful and efficient.

Category: CA/OPR Related

Voice November 27, 2003

The customer commended the CA for keeping track of what was being voiced.

Category: CA/OPR Related

TTY November 29, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Complaints

TTY November 6, 2003

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 13, 2003

Inquiries/Comments

Voice November 3, 2003

The caller requested a toll restriction on his customer's line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: November 4, 2003

TTY November 3, 2003

The customer wanted to update his/her Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Updated the customer's profile and advised the customer it had been done.

Contact Closed: November 4, 2003

Voice November 11, 2003

The caller requested a toll restriction on his customer's line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: November 13, 2003

Voice November 12, 2003

The caller requested a toll restriction on her customer's line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: November 13, 2003

Voice November 12, 2003

The caller requested a toll restriction on her line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the requested toll restriction.

Contact Closed: November 13, 2003

Voice November 13, 2003

The caller requested a toll restriction be placed on his line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested.

Contact Closed: November 17, 2003

Voice November 18, 2003

The customer was charged for relay calls that she says she did not place. She would like the charges removed from her bill.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Requested a copy of the charges for investigation. Pending.

Contact Closed:

TTY November 26, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: November 26, 2003